

ARTICLE XIX. REQUIREMENTS FOR DISPATCH PERMIT.

RULE 1. PURPOSE AND DEFINITION.

Dispatch associations are licensed by the City of Cambridge to ensure the public maintains adequate access to Cambridge licensed taxicabs for the purpose of meeting public necessity and demand. A dispatch association is a company licensed and approved by the License Commission to facilitate transportation services for the public by means of licensed Cambridge taxicabs. For the purpose of these Rules and Regulations, a dispatch association may operate either through telephone line or other means, which includes, but is not limited to, the following: a website, mobile phone application, and SMS text messaging.

RULE 2. REGISTRATION AND FILING REQUIREMENTS.

A dispatch association by a corporation or an individual doing business in a name other than the corporate name or the individual's name, shall have such business name approved by the License Commission. The corporate-individual owner shall file a business certificate with either the Secretary of the Commonwealth in accordance with M.G.L. c. 110 or with the Clerk's Office in the City of Cambridge in accordance with M.G.L. c. 156D. Said owner shall be responsible to the License Commission for compliance with all aspects of these Rules and Regulations including any costs involved.

RULE 3. APPLICATION REQUIREMENT.

Each dispatch association intending to operate within the City of Cambridge for the purpose of dispatching City of Cambridge taxicab medallions for transportation service shall complete a Dispatch Permit Application Form and provide the License Commission in writing with the following:

- a. a dispatch headquarters address;
- b. a mailing address if different from the headquarters address;
- c. a primary contact phone number;
- d. a current, functional email address;
- e. a "Standard Emergency Response Plan" for dispatchers and drivers to follow in emergencies; and
- f. any other information requested by the License Commission to assist in the application procedure.

Any change in information as required by this rule shall notify the License Commission in writing within three (3) business days following said changes. For the purposes of this rule, "business day" shall mean a day during which the License Commission is regularly open for business.

RULE 4. RENEWAL PROCEDURE FOR DISPATCH PERMIT.

A dispatch association must renew their permit on an annual basis at the License Commission. A renewal application and an annual report must be submitted to the License Commission. The annual report shall include the following: a lists of all costs associated with being a member of the dispatch association, a current list of all taxicab medallion numbers associated with the dispatch association, number of service requests received, number of service requests successfully completed and the

number of service requests that could not be filled with reasons as to why. Such a report, and any previous disciplinary matters, will be considered when renewing a permit.

RULE 5. APPEAL RIGHTS ON APPLICATION DENIAL.

Any business whose application or permit renewal application is denied by the License Commission may appeal said denial to the Executive Director of the License Commission. The Executive Director may in his discretion grant a permit if the applicant presents clear and convincing evidence that the applicant can successfully operate by all the rules and regulations established under this Article.

RULE 6. SERVICE EXCLUSIVITY.

A dispatch association shall provide all services solely and exclusively for City of Cambridge medallion bearing hackney carriages. If a dispatch system operates within multiple jurisdictions, it must ensure that service requests initiated within the City of Cambridge, or on a prearrangement basis with the intention of contracting with a City of Cambridge medallion bearing hackney carriage via the dispatch association, are solely fulfilled by City of Cambridge medallion bearing hackney carriages.

RULE 7. TRAINING REQUIREMENTS.

A dispatch association is responsible for the training of employees in all laws, rules and regulations pertaining to the Cambridge taxi industry, including applicable state and federal laws. A dispatch association is also responsible for training employees so they possess basic knowledge of city streets and landmarks, including those in neighboring communities.

RULE 8. OPERATION REQUIREMENTS.

A dispatch association shall provide, at minimum, the following services to their members:

- a. twenty-four (24) hour dispatch capabilities in a manner that is maintained and advertised to the general public for the purpose of requesting transportation service;
- b. open means of communication between dispatch headquarters and taxicab driver members;
- c. participation in the Cambridge Accessible Taxicab Program;
- d. a customer service mechanism for the purpose of dealing with consumer complaints;
- e. Record Keeping Procedures in accordance with Rule 5 of this Article; and
- f. procedures to ensure compliance with Reporting Requirements established in Rule 6 of this Article.

RULE 9. RECORD KEEPING REQUIREMENTS.

A dispatch association shall maintain record keeping procedures that include:

- a. a current list of all affiliated taxicab medallions, and subsequently, all taxicab drivers operating such medallions;
- b. the total number requests for service;
- c. the time and location of each request;

- d. the medallion number of the taxicab dispatched for each service request; and
- e. the number of service requests that could not be accommodate and a description as to why such request could not be serviced.

RULE 10. REPORTING REQUIREMENTS.

Records of the Dispatch Association shall be kept for a period of not less than one (1) year. Any record requested by either the License Commission or the Hackney Carriage Division shall be furnished within five (5) business days of receipt of the request. The License Commission may also examine the books, accounts, records and any other relevant documents of the dispatch association in order to allow the License Commission to adequately regulate the Cambridge Taxicab industry.

RULE 11. CUSTOMER SERVICE STANDARD.

All agents of the dispatch association must be courteous at all times to the general public.

RULE 12. SERVICE REQUEST RESPONSE STANDARD.

Dispatch Association must ensure that every service request for a taxicab medallion is responded to and dispatched in a timely manner. If the dispatch association cannot respond to a service request within twenty (20) minutes, an agent of the dispatch association should contact the consumer requesting service and inform them of such as well as provide them with a referral to another Cambridge dispatch association that has been approved by the License Commission.

RULE 13. DISPATCH ASSOCIATION TO ANSWER QUESTIONS AND CORRESPONDENCE.

Dispatch associations and its agents are required to answer fully and civilly to any questions put forth to them by the Cambridge Police or any agent of the License Commission in the performance of duty. No dispatch association or its agent shall hinder, delay, or knowingly make false or misleading statements to any agent in the License Commission regarding any matters relating to regulatory compliance.

RULE 14. OBEYING DIRECTIVES.

Dispatch associations shall obey all directives from any agent of the License Commission or its designee.

RULE 15. DISCIPLINARY PROCEDURES.

Failure to abide by these Rules and Regulations may result in any of the following:

- a. a formal warning included in the dispatch association's record;
- b. requirement to appear or explain their failure to the full board of License Commissioners;

- c. an administrative fee of \$50.00. Failure to pay fine within sixty (60) days shall result in immediate revocation of dispatch permit.
- d. further conditioning of dispatch permit, including temporary suspension and permanent revocation.

RULE 16. HEARING OFFICERS AND APPEALS.

A representative for the License Commission, following a recommendation of the Hackney Officer or the Police Officer assigned to the License Commission, may act as a hearing officer for the License Commission in disciplinary matters. The decision of the hearing officer will be final and binding unless an appeal is filed to the Executive Director and/or the full License Commission within seven (7) days of the decision. Decisions of the full License Commission may be appealed to the Middlesex Superior Court within sixty (60) days of receipt of the decision pursuant to M.G.L. c.249 §4. All persons concerned are required to comply with initial investigations. Persons concerned may have an advocate present at any hearing or meeting held by the License Commission or its agents.